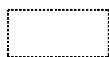
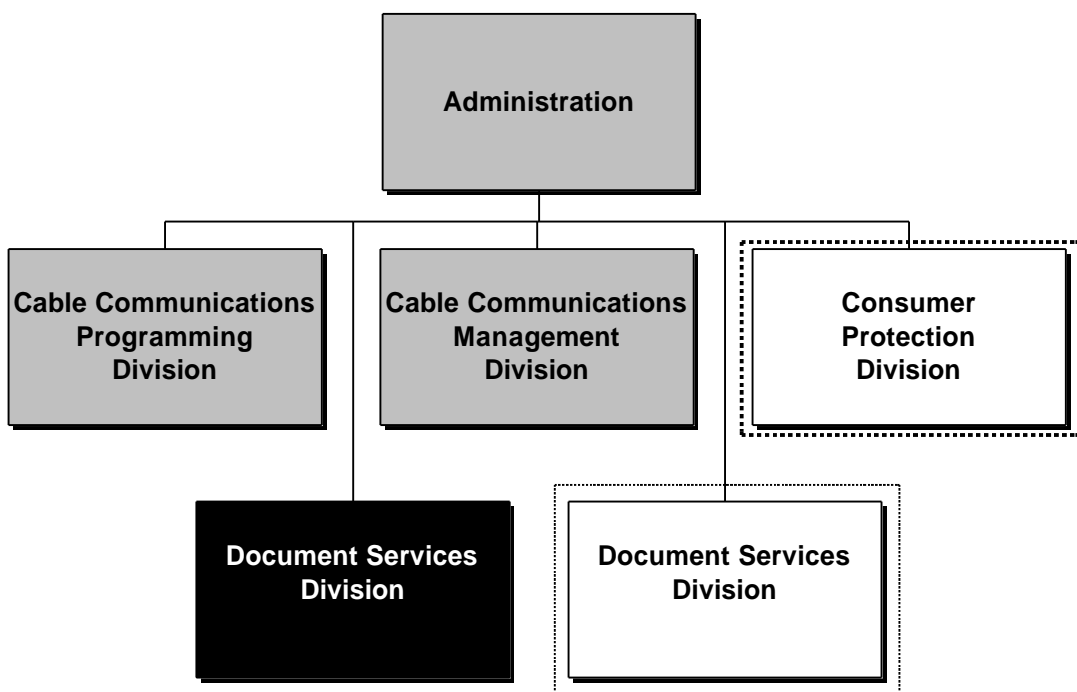


**DEPARTMENT OF CABLE COMMUNICATIONS
AND CONSUMER PROTECTION
FUND 504, DOCUMENT SERVICES DIVISION**



**Document Services is in
Legislative-Executive Functions/Central
Services Program Area (General Fund)**



Fund 504, Document Services Division



**Fund 105, Cable
Communications**



**Consumer Services is in Public
Safety Program Area (General Fund)**

FUND 504

DOCUMENT SERVICES DIVISION

Agency Position Summary

Fund 001 (General Fund)

Public Safety	15	Regular Positions	15.0	Regular Staff Years
Legislative Executive	<u>29</u>	Regular Positions	<u>29.0</u>	Regular Staff Years
Fund 001 Total	44	Regular Positions	44.0	Regular Staff Years
Fund 105	43	<i>Regular Positions</i>	<i>43.0</i>	<i>Regular Staff Years</i>
Fund 504	<u>20</u>	<i>Regular Positions</i>	<u><i>20.0</i></u>	<i>Regular Staff Years</i>
	107	Total Positions	107.0	Total Staff Years

Position Detail Information

Fund 001: General Fund **(Public Safety)**

CONSUMER PROTECTION DIVISION

1	Director, Consumer Services
6	Consumer Specialists I
1	Consumer Specialist II
1	Consumer Specialist III
2	Utilities Analysts
1	Management Analyst II
1	Clerical Specialist
1	Clerk Typist II
<u>1</u>	Secretary I
15	Positions
15.0	Staff Years

Fund 001: General Fund **(Legislative-Executive)**

DOCUMENT SERVICES DIVISION

ADMINISTRATION

1	Director, Doc. Services
1	Administrative Aide
1	Management Analyst II
1	Accountant II
2	Account Clerks II
<u>1</u>	Comp. Sys. Analyst III
7	Positions
7.0	Staff Years

MAIL SERVICES/PUBLICATIONS

1	Chief, Mail Services
1	Ofc. Svc. Manager II
1	Clerical Specialist
6	Mail Clerks II
<u>8</u>	Mail Clerks I
17	Positions
17.0	Staff Years

ARCHIVES AND RECORDS **MANAGEMENT**

1	County Archivist
1	Assistant Archivist
1	Archives Technician
<u>2</u>	Clerical Specialists
5	Positions
5.0	Staff Years

Fund 105, Cable Communications *

ADMINISTRATION

1	Director
1	Office Service Manager I
<u>1</u>	Secretary III
3	Positions
3.0	Staff Years

COMMUNICATIONS **PRODUCTIONS DIVISION**

1	Director, Programming
1	Engineer III
1	Engineer II
1	Instruc./Cable TV Spec.
5	Producers/Directors
1	Video Engineer
4	Assistant Producers
4	Media Technicians
1	Secretary I
<u>3</u>	Clerk Typists II
22	Positions
22.0	Staff Years

COMMUNICATIONS POLICY **AND REGULATORY DIVISION**

1	Director, Regulatory Mgmt.
2	Network Telecom. Analysts III
2	Network Telecom. Analysts II
1	Info. Tech. Prog. Manager I
1	Management Analyst III
1	Engineer III
1	Engineering Technician III
1	Communications Engineer
4	Senior Electrical Inspectors
1	Secretary I
1	Consumer Specialist I
1	Clerk Typist II
<u>1</u>	Consumer Specialist III
18	Positions
18.0	Staff Years

Fund 504, Document Services Division **

PRINTING AND DUPLICATING SERVICES

1	Printing Services Manager
1	Customer Services Specialist
2	Printing Shift Supervisors
8	Print Shop Operators II
1	Account Clerk II
5	Print Shop Operators I
<u>2</u>	Print Shop Helpers
20	Positions
20.0	Staff Years

**Positions in italics are supported by Fund 105, Cable Communications.*

***Positions in italics are supported by Fund 504, Document Services Division.*

FUND 504

DOCUMENT SERVICES DIVISION

Agency Mission

To provide and coordinate printing, copier and duplicating, micrographic (microfilm and microfiche), mail, publication sales and distribution, and archives and records management services to County agencies as well as printing services to the Fairfax County Public School System.

Agency Summary					
Category	FY 2000 Actual	FY 2001 Adopted Budget Plan	FY 2001 Revised Budget Plan	FY 2002 Advertised Budget Plan	FY 2002 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	20/ 20	20/ 20	20/ 20	20/ 20	20/ 20
Expenditures:					
Personnel Services	\$850,086	\$982,136	\$851,956	\$1,023,345	\$1,033,546
Operating Expenses	4,520,492	6,594,243	6,694,837	6,606,141	6,606,141
Capital Equipment	6,977	350,000	370,000	59,950	59,950
Total Expenditures	\$5,377,555	\$7,926,379	\$7,916,793	\$7,689,436	\$7,699,637

Summary by Cost Center					
Category	FY 2000 Actual	FY 2001 Adopted Budget Plan	FY 2001 Revised Budget Plan	FY 2002 Advertised Budget Plan	FY 2002 Adopted Budget Plan
Printing and Duplicating Services	\$5,041,406	\$7,634,649	\$7,702,840	\$7,397,706	\$7,407,907
Micrographic Services	336,149	291,730	213,953	291,730	291,730
Total Expenditures	\$5,377,555	\$7,926,379	\$7,916,793	\$7,689,436	\$7,699,637

Board of Supervisors' Adjustments

The following funding adjustments reflect all changes to the FY 2002 Advertised Budget Plan, as approved by the Board of Supervisors on April 30, 2001:

- The 1.0 percent cost-of-living adjustment approved by the Board of Supervisors, and previously held in reserve, has been spread to County agencies and funds. This action results in an increase of \$10,201 to Fund 504, Document Services.

The following funding adjustments reflect all approved changes to the FY 2001 Revised Budget Plan from January 1, 2001 through April 23, 2001. Included are all adjustments made as part of the FY 2001 Third Quarter Review:

- Net savings of \$28,112 primarily in Personnel Services are associated with the Close Management Initiatives program. The net savings are returned to fund balance for investment in future program initiatives.

FUND 504

DOCUMENT SERVICES DIVISION

County Executive Proposed FY 2002 Advertised Budget Plan

Purpose

The Document Services Division provides printing, copier and duplicating, and micrographics (microfilm and microfiche) services to County agencies, as well as printing services to the Fairfax County Public Schools. All direct labor and material costs associated with services as well as an equipment replacement reserve fee are recovered from customer agencies.

This division is responsible for managing the County's Cost per Copy Program which provides full copier service to all County agencies. In FY 2001, the Division began replacing outdated copy machines with state-of-the-art, digital, multi-function devices (DMFD) through an operating lease. These devices are capable of copying, printing, faxing, and scanning.

The Document Services Division will continue to provide microfilming services to County agencies based on retention schedules developed by the County Archivist in compliance with State mandates. The Archives and Records Management Cost Center in the Department of Cable Communications and Consumer Services will be responsible for contract monitoring and oversight of the program. Microfilming historical documents continues to be beneficial in minimizing space required to store public records in compliance with State regulations.

Key Accomplishments

- ◆ Began implementation of new multi-function digital devices in conjunction with Fairfax County Public Schools. These devices have state-of-the-art technology capable of copying, printing, faxing, and scanning.
- ◆ Increased the number of jobs electronically submitted to the Print Shop as well as printed via digital technology by 20 percent in order to decrease the turn-around time of jobs for customers.
- ◆ Implemented a new printing overflow contract to increase competition which resulted in 43.6 percent of the jobs awarded going to new vendors.
- ◆ Increased micrographics filming, most notably the Department of Tax Administration's Personal Property Tax and Real Estate documents by 196 percent, thereby eliminating approximately two years of backlogged data.

FY 2002 Initiatives

- ◆ Implement network programs for the digital multi-function devices (DMFD). This networking should increase productivity and decrease costs, the savings of which will be determined when the program is fully implemented and trend data thoroughly analyzed. The implementation of the DMFDs should also result in a reduction of personal printers, fax machines, and scanners throughout the County. Other advantages anticipated with a digital multi-function device that is fully networked into a single machine include saving floor space, reducing contract and administrative costs for multiple devices, reduction in electrical consumption, and improved resource management. In addition, document printing by the devices compared to page printing will minimize the impact of transferring information on the network.
- ◆ Utilize job-based accounting to enable the Document Services Division to track prints, scans, faxes, and copies made on the DMFDs. This will allow the agency to better manage resources and take steps to reduce the overall costs associated with this program.
- ◆ Expand networking programs in the Print Shop, digital submission of print jobs, and print on-demand technology.

FUND 504

DOCUMENT SERVICES DIVISION

- ◆ Explore the use of other software solutions to enable streamlining of current work processes to significantly improve County and Schools asset management.
- ◆ Increase the speed of printing booklets in-house by 33 percent and reduce the number of print jobs outsourced to reduce the production cost.

Performance Measurement Results

In FY 2000, the total volume produced by the Print Shop increased by approximately 5.9 million pages, or 7.8 percent, with 95 percent of jobs meeting scheduled deadlines. Digital color pages produced in FY 2000 decreased 14.7 percent from FY 1999 and cost per page decreased by 48 percent. A total of 148 more micrographics jobs were produced in FY 2000 than in FY 1999, accounting for more than 2 million additional images filmed.

Funding Adjustments

The following funding adjustments from the FY 2001 Revised Budget Plan are necessary to support the FY 2002 program:

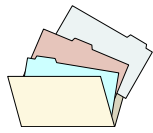
- ◆ An increase of \$41,209 in Personnel Services associated with salary adjustments necessary to support the County's compensation program.
- ◆ An increase of \$2,938 in Information Technology infrastructure charges based on the agency's historic usage and the Computer Equipment Replacement Fund (CERF) surcharge to provide for the timely replacement of the County's information technology infrastructure.
- ◆ A net increase of \$8,960 in Operating Expenses primarily due to the appropriation of \$9,600 from the PC Replacement Reserve to provide timely replacement of four aging and obsolete computers that have reached the end of their useful life, which is partially offset by a net decrease of \$640 in miscellaneous operating supplies.
- ◆ Capital Equipment includes \$59,950 for replacement equipment. A collator stitcher document finisher state-of-the-art machine that is four times faster than the existing equipment will be purchased. The new machine will increase productivity, reduce the outsourcing of jobs, and increase production speed by 33 percent. Funding for the collator stitcher document finisher is available from the Equipment Replacement Reserve.

The following funding adjustments reflect all approved changes in the FY 2001 Revised Budget Plan since passage of the FY 2001 Adopted Budget Plan. Included are all adjustments made as part of the FY 2000 Carryover Review and all other approved changes through December 31, 2000:

- ◆ As part of the FY 2000 Carryover Review, an increase of \$18,526 due to unencumbered carryover of unexpended Close Management Initiatives (CMI) savings.

FUND 504

DOCUMENT SERVICES DIVISION



Printing and Duplicating Services

Goal

To provide printing and duplicating services to all County agencies and the Fairfax County Public Schools in order to fulfill their informational and educational objectives with printed material.

Cost Center Summary					
Category	FY 2000 Actual	FY 2001 Adopted Budget Plan	FY 2001 Revised Budget Plan	FY 2002 Advertised Budget Plan	FY 2002 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	20/ 20	20/ 20	20/ 20	20/ 20	20/ 20
Total Expenditures	\$5,041,406	\$7,634,649	\$7,702,840	\$7,397,706	\$7,407,907

Objectives

- ◆ To improve the percent of printed jobs delivered according to the scheduled delivery date from 95 percent to 97 percent.
- ◆ To provide an efficient cost per copy by managing the copier program to achieve a cost increase of no more than 2.5 percent, while increasing customer satisfaction from 80 to 85 percent.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1998 Actual	FY 1999 Actual	FY 2000 Estimate/Actual	FY 2001	FY 2002
Output:					
Total offset, xerographic, and bindery jobs received	8,300	8,300	8,892 / 8,927	9,100	9,300
Office copies made (in millions)	62.3	62.6	63.0 / 53.7	85.0	85.0
Pages produced – Offset Services (in millions)	NA	38.0	35.0 / 46.9	49.0	51.0
Pages produced – Digital Print (in millions)	NA	32.0	35.0 / 34.4	38.0	43.0
Pages produced – Digital Color	NA	240,000	500,000 / 204,824	310,000	360,000
Efficiency:					
Cost per page produced					
– Offset Services	NA	\$0.025	\$0.025 / \$0.022	\$0.026	\$0.026
– Digital Printing	\$0.026	\$0.025	\$0.025 / \$0.025	\$0.024	\$0.021
– Digital Color ¹	\$1.00	\$0.75	\$0.65 / \$0.39	\$0.30	\$0.25
Cost per office copy ²	\$0.026	\$0.027	\$0.027 / \$0.029	\$0.039	\$0.040
Client charge per office copy	\$0.0315	\$0.0300	≤ \$0.0300 / \$0.0300	≤ \$0.0400	≤ \$0.0400
Service Quality:					
Percent of Print Shop clients rating timeliness and dependability of service as satisfactory ³	93%	95%	95% / 95%	95%	95%

FUND 504

DOCUMENT SERVICES DIVISION

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1998 Actual	FY 1999 Actual	FY 2000 Estimate/Actual	FY 2001	FY 2002
Percent of office copier clients satisfied with services	80%	80%	80% / 80%	80%	85%
Outcome:					
Percent of Print Shop jobs meeting deadlines	95%	95%	≥ 95% / 95%	≥ 95%	≥ 97%
Percent change in cost per copy	NA	(3.85%)	8.00% / 16.00%	34.50%	2.50%

¹ Agency has revised the methodology for calculating this indicator to better reflect direct costs associated with digital color copies.

² In FY 2001, agency staff began measuring more copier functions than in previous years, given the multiple features available on the new digital copier machines versus the old analog copier machines (e.g., copying, printing, scanning, faxing, etc.). This new methodology has been applied to the FY 2002 estimates associated with indicators for office copies.

³ This indicator is an estimate. A customer satisfaction survey was delayed until FY 2001.



Micrographic Services

Goal

To administer the County's micrographic (microfilm and microfiche) contract services for required County agencies in accordance with State statutes and to ensure that the contractor meets the needs of each user in a timely manner at the lowest possible cost.

Cost Center Summary					
Category	FY 2000 Actual	FY 2001 Adopted Budget Plan	FY 2001 Revised Budget Plan	FY 2002 Advertised Budget Plan	FY 2002 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	0/ 0	0/ 0	0/ 0	0/ 0	0/ 0
Total Expenditures	\$336,149	\$291,730	\$213,953	\$291,730	\$291,730

Objectives

- ♦ To ensure compliance with contractual requirements reflecting job cost and 100 percent scheduled completion time frames.

FUND 504

DOCUMENT SERVICES DIVISION

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1998 Actual	FY 1999 Actual	FY 2000 Estimate/Actual	FY 2001	FY 2002
Output:					
Jobs completed	174	102	175 / 250	180	200
Jobs returned to customers within scheduled time frame	174	102	175 / 250	180	200
Efficiency:					
Cost per job	\$1,575	\$2,015	\$1,667 / \$1,344	\$1,621	\$1,459
Service Quality:					
Accuracy of jobs returned to customers within scheduled timeframe	100%	100%	100% / 100%	100%	100%
Outcome:					
Percent jobs completed within scheduled time frame	100%	100%	100% / 100%	100%	100%

FUND 504

DOCUMENT SERVICES DIVISION

FUND STATEMENT

Fund Type G50, Internal Service Funds

	FY 2000 Actual	FY 2001 Adopted Budget Plan	FY 2001 Revised Budget Plan	FY 2002 Advertised Budget Plan	FY 2002 Adopted Budget Plan
Beginning Balance	\$1,113,880	\$1,178,951	\$1,211,322	\$594,575	\$622,687
Revenue:					
County Receipts	\$3,559,563	\$1,938,809	\$1,938,809	\$2,029,212	\$2,029,212
School Receipts	1,824,661	2,349,702	2,349,702	\$2,562,277	2,562,277
Equipment Replacement Reserve	90,773	139,647	139,647	140,997	140,997
Total Revenue	\$5,474,997	\$4,428,158	\$4,428,158	\$4,732,486	\$4,732,486
Transfer In:					
General Fund (001) ¹	\$0	\$2,900,000	\$2,900,000	\$2,900,000	\$2,900,000
Total Transfer In	\$0	\$2,900,000	\$2,900,000	\$2,900,000	\$2,900,000
Total Available	\$6,588,877	\$8,507,109	\$8,539,480	\$8,227,061	\$8,255,173
Expenditures:					
Personnel Services	\$850,086	\$982,136	\$851,956	\$1,023,345	\$1,033,546
Operating Expenses	4,520,492	6,594,243	6,686,311	6,606,141	6,606,141
Capital Equipment	6,977	350,000	378,526	59,950	59,950
Subtotal Expenditures	\$5,377,555	\$7,926,379	\$7,916,793	\$7,689,436	\$7,699,637
COLA Reserve	\$0	\$0	\$0	\$10,201	\$0
Total Expenditures	\$5,377,555	\$7,926,379	\$7,916,793	\$7,699,637	\$7,699,637
Total Disbursements	\$5,377,555	\$7,926,379	\$7,916,793	\$7,699,637	\$7,699,637
Ending Balance	\$1,211,322	\$580,730	\$622,687	\$527,424	\$555,536
Replacement Equipment Reserve ²	\$708,142	\$568,130	\$596,242	\$522,024	\$550,136
PC Replacement Reserve ³	5,400	12,600	12,600	5,400	5,400
Unreserved Ending Balance	\$497,780	\$0	\$13,845	\$0	\$0

¹ In FY 2001 and FY 2002, the Transfer In from the General Fund to the Digital Copier Program is to fund a lease agreement to replace 432 copiers with new digital technology.

² The Replacement Equipment Reserve was established for scheduled replacement of equipment for the activities supported by this fund.

³ The PC Replacement Reserve was established for the timely replacement of computer equipment for the activities in this fund.